



Supplier Quality Requirements Manual

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1.0 Introduction

Johns Manville (JM) is committed to ethical business practices, environmental stewardship, and fostering a diverse and inclusive supply chain. JM's core values – People, Passion, Perform and Protect – are embedded in every aspect of business. These values not only guide the way in which JM conducts business, but they also serve as the foundation for everyday words and actions. JM expects that all suppliers will display these values in all their daily interactions, processes and outcomes.

JM procures over 50,000 material and technical products from nearly 10,000 suppliers worldwide, and transports thousands of products to customers all over the globe. We understand the important role the supply chain plays in the overall sustainability picture and in our ability to meet our customers' expectations. JM partners with suppliers based on their continuous outstanding performance in product quality, price, customer service, innovation and improvement, environment and ethical stewardship and logistics.

This manual outlines the quality expectations and requirements for all suppliers providing goods to JM.

2.0 Supplier Corrective Action Request (SCAR)

2.1 SCAR DESCRIPTION

JM will issue Supplier Corrective Action Requests (SCAR) to suppliers when a product nonconformance occurs. The SCAR will include the related Purchase Order number (PO), material number and description, complaint quantity, location, request date and a description of the problem. The supplier is expected to advise on the root cause of the problem and what actions will be taken to fix the current issue as well as prevent the issue from recurring. The SCAR may also include the expected reimbursement or refund amount.

The goal of SCARs is to quickly and effectively identify problems, minimize impact, determine root cause, implement correct actions and prevent future issues.

2.2 TIMELINE

The timeline for responses to SCARs is below:

2-3 Business Days – Acknowledge the receipt of the SCAR form via email or phone call.

10 Business Days – Complete root cause analysis and provide an action plan to resolve the issue.

30 Days or One Calendar Month – Provide a finalized SCAR form and resolution to the issue unless a timeline extension is approved.

2.3 INVOICES

If there are product nonconformities and JM issues SCAR(s), JM reserves the right to withhold, offset, or deduct payment of supplier invoices due to such nonconformities.

3.0 Certificate of Analysis

As directed by the JM receiving location, a Certificate of Analysis (COA) may be required. If required by that JM location, a signed and dated COA will be expected with each shipment. If applicable, the COA should include the supplier's name; date of issue; PO number; part number; quantity; lot/batch number; a statement confirming product was tested; a statement confirming product conforms to specifications and a signature.

Additionally, suppliers should have the ability to trace and identify products through unique IDs, lots or batches. The product should be traceable from all stages of production to the receipt by JM. JM reserves the right to conduct on-site audits when appropriate as well as request documentation to verify conformance and traceability.

4.0 Supplier Audit and Scorecard Process

JM continuously monitors supplier performance through scorecards, audits and our vendor management system. These methods of evaluation are meant to facilitate communication between JM and the supplier on areas of improvement, successes and how to build a better relationship going forward.

Once available, scorecards can be received upon request by the supplier.

Supplier scorecards will include both a self-audit for the supplier to complete and a JM evaluation to compare against. The categories for evaluation are listed below:

- Finance: Cost-out initiatives, quality settlements, savings
- Sales: Market growth
- Quality: Quality claims, SCARs, rejected shipments, COAs
- Service/On-time delivery
- Service/Risk: Account Manager responses, executive-level support
- Financial Risk: Dunn and Bradstreet financial stress score, on-time payments

Supplier audits and vendor management are evaluated through the categories listed below:

- Contract Review
- Health and Safety
- Production Control
- Purchasing Supplier Management
- Goods Receiving
- Warehousing and Storage
- Manufacturing
- Quality Control
- Shipping

- Quality Assurance
- Records and Documentation
- Sustainability

5.0 Additional Links

Below is a link to additional information regarding JM and our suppliers.

<https://www.jm.com/en/our-company/for-our-Suppliers/>